

## Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support.</p> <p>Together, we stand with Australians in need until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

## Position Details:

Position Title:	<b>Community Service Employee</b>
Division:	Community Services
Classification:	Community Services Employee
Level:	Level 3
Program:	SWS Child Youth and Family Service, Bankstown
Reports to:	Program Manager
Position Purpose:	<p>Deliver DCJ funded TEI services to assist 12 to 18 year old young people and their families who reside in Bankstown, with services that will prevent them from involvement in the Child protection system. Service will include</p> <ul style="list-style-type: none"><li>• Advice and Support</li><li>• Case management</li><li>• Life skills education workshops</li><li>• Counselling</li><li>• Parent education workshops and support groups</li></ul>

## Position Requirements (What are the key activities for the role?)

Key Result Area 1	Client Support
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> <li>Respond to referrals of young people and families to the service per year from internal and external support services in a timely manner.</li> <li>Ensure that new referrals meet the service criteria, have a clear understanding of how the service operates and consent to participate in data collection.</li> <li>Engage and develop ongoing relationships with the intention of building trust and providing case management.</li> <li>Work with clients to create individual client-driven case plans including referral to supplementary services as needed.</li> <li>Provide ongoing case management with clients and review progression against case plans.</li> <li>Have good understanding of the responsibility and ROSH reporting in line with the Children and Young Persons [Care &amp; Protection] Act 1998.</li> <li>Actively advocate for clients and work collaboratively with other services and government agencies where necessary and assist in attendance to appointments (medical and other) and transport to and from support services where possible.</li> <li>Assist clients in the process of transition out of the service into independence or other services including the support team.</li> <li>Develop quality relationships with a range of key stakeholders in Bankstown including community organisations, schools, the Department of Community Services, and relevant health professionals to allow for the effective provision of support and information to clients.</li> <li>Develop and conduct a range of group-work programs for clients on a range of</li> </ul>	<ul style="list-style-type: none"> <li>All referrals are responded to, and appropriate contact and support is offered in line with “No wrong door” practice</li> <li>Referrals for new clients are accurately documented using appropriate client forms and spread sheets</li> <li>Support plans are created for clients in line with MA Case Management framework and best practice.</li> <li>Ongoing support is provided for clients which meets their individual needs and situation.</li> <li>Clients are supported in their achievement of goals, and are assisted in engagement of other support services, and case plans are flexible.</li> <li>Clients are supported in seeking and sustaining appropriate accommodation.</li> <li>The worker is familiar with, and works within guidelines of, the Children and Young Persons [Care &amp; Protection] Act 1998.</li> <li>Young people are accessing community-based activities/services</li> <li>Referral pathways with external services are establish for clients to attend other services/programs</li> <li>A flexible and achievable exit plan is developed with each client, and clients are effectively transitioned out of the service and offered ongoing support from internal and external services.</li> <li>Relationships are establish with external stakeholders</li> <li>Group sessions are conducted in a professional and well-structured way, with quality outcomes and positive feedback from families involved.</li> <li>Where possible, unscheduled support is offered (directly or by referral) to families to overcome crisis situations</li> </ul>

<p>topics relevant to adolescents and families.</p> <ul style="list-style-type: none"> <li>• Provide unscheduled support to families in times of crisis including over the phone support.</li> </ul>	
<b>Key Result Area 2</b>	<b>Program Support</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Participate in a range of interagency meetings, steering committees, and other forums to share information best practice and highlight the needs of families and adolescents in the community.</li> <li>• Participate in the collection and collation of service-related information and data for the purpose of reporting back to the funding body.</li> <li>• Participate in clinical supervision, peer development and other opportunities for professional development as required.</li> <li>• Contribute to review of WHS and service policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Constructive contribution is made to relevant forums.</li> <li>• Reports and statistics are submitted accurately and on time via MA Connect.</li> <li>• Professional development activities are fully engaged in.</li> <li>• Adhere to all Mission Australia WHS policy and procedures and have a clear understanding of your responsibility.</li> </ul>
<b>Key Result Area 3</b>	<b>Administration</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Conduct client risk assessments and liaise with Program Manager to ensure that work is undertaken in a safe manner.</li> <li>• Adhere to all relevant internal and external policies and procedures, statutory and contractual requirements including client confidentiality, duty of care and WHS.</li> <li>• Keep the supplied mobile telephone fully charged, and with the worker, always. Ensure Mission Australia policies of mobile phone usage are always observed.</li> <li>• Ensure all duties are carried out in accordance with Mission Australia and CBYS WHS and Community Services Policies &amp; Procedures.</li> <li>• Participate in regular performance review and supervision with Program Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Risk assessments are completed, and responsible action is undertaken with families including referral to other services if deemed unsafe.</li> <li>• Families are properly exited from the program and feedback is gathered.</li> <li>• All relevant internal and external policies are always adhered to.</li> <li>• The mobile phone is kept charged which ensures that the worker is able to be contacted while providing outreach services.</li> <li>• Observe and work within Mission Australia WHS and CS policies and procedures.</li> <li>• Information and advice are sought where necessary</li> </ul>

*Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested.*

## Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace.
- Ensure required workplace health and safety actions are completed as required.
- Participate in learning and development programs about workplace health and safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

## Purpose and Values

- Actively support Mission Australia's purpose and values.
- Positively and constructively represent our organisation to external contacts at all opportunities.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.).
- To help ensure the health, safety and welfare of self and others working in the business.
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards.
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people.](#)
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- 2-year Diploma or higher in Social Welfare related study or relevant industry experience
- Significant knowledge and experience working with target group and related issues.
- Knowledge of youth issues relating to, mental illness, alcohol, and drug use etc.
- Excellent written and oral communications skills, including ability to communicate effectively with clients, team members and other service providers.
- Demonstrated skills and experience in case management,
- Group facilitating experience delivering life skills workshops and family education/support workshops.
- Demonstrated ability to work respectfully and in partnership with young people, families and other stakeholders.
- Computer literacy in a Windows environment

- Current Driver's Licence
- Senior First Aid Certificate or willingness to gain this
- Satisfactory Criminal record Check and Working with Children Check

#### Key challenges of the role

- Engaging with young people and their families from various cultural backgrounds.
- Providing multi program components
- Other challenges include conducting work with families where conflict is present, conducting client conversations in outreach locations including client homes.

#### Compliance checks required

Working with Children	<input checked="" type="checkbox"/>
National Police Check	<input checked="" type="checkbox"/>
Vulnerable People Check	<input type="checkbox"/>
Driver's Licence	<input checked="" type="checkbox"/>
COVID 19 Vaccination	<input checked="" type="checkbox"/>

#### Approval

First name Last Name

Day Month Year

Manager name

Approval date